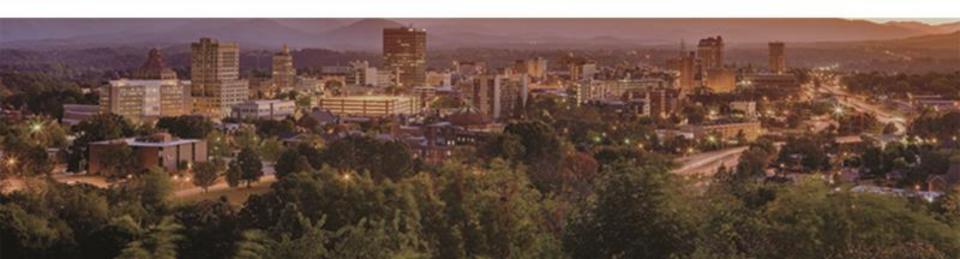# Disaster Preparedness
October 2016

County Assessment

➢How many sites will be open?
- Are there sufficient numbers to staff multiple sites?

➢In the event of rain, is there sufficient shelter for a large number of clients?

➢Is there power?
- Full or generator?

➢Is there appropriate bathroom facilities?
- Is water available?

➢Discuss need for security of cards, staff, etc.
- Where will EBT cards be stored and issued from for the main site and outposts, if applicable? Consider traffic flow.

➢How many staff are available solely for taking applications? (exclude those who will be keying applications)

County Assessment Cont.

➢ Is staff required to work weekends to take applications?
  - If so, ensure they are notified with as much advance notice as possible so necessary arrangements can be made (day care, etc).

➢ Is there a need for additional staff for application taking?

➢ How will lines be designated for regular FNS (if required) and DSNAP applications?

➢ Discuss group vs. individual applications, pros and cons of each.
  - The facilitator of the group interview must be clear in explaining information during the group process.
  - If the client completes the application prior to the interview, the worker who reviews the application with the client must ensure appropriate FSU members included, gross vs. net income, etc.

➢ How many computers are available for keying?
  - How many workers have NCFast update capability and are available solely for keying?

County Assessment Cont.

➢ Is there a need for additional staff for keying?
  - If so, contact the Director's Association.

➢ Is there a need to send applications to another county for keying?
  - If so, contact Director's Association? Also, be sure to log each application.

➢ Can the county house additional staff with employees?
  - Is county willing to pay for hotels, etc. for additional staff?

➢ Which supervisor(s) will be designated to take and process employee applications?

➢ Is the security officer available over the weekend?

➢ Is there adequate staff available for interpreting?
  - If not, seek additional resources.

➢ How will the needs of elderly and disabled clients be addressed?
  - Long waiting lines, hot temperatures etc?

Reception / Greeter

❑Ask the client if they have received FNS in October?
- If yes, explain auto replacement procedures and that they are ineligible for DSNAP.

❑Ask the client if they have a pending FNS application?
- If yes, advise the client that they are eligible to apply for DSNAP and receive a full allotment if found eligible.

❑Each client should be logged.
- This will aid in tracking any lost applications and determining the number seen each day.

❑If the client asks, give a best estimate of waiting time.
- Remind the client that the application-taking period is five days only.

❑Due to the short time period, clients returning verifications must see a supervisor or designated worker so that they can determine if the required verification has been provided.

❑Allow residents of other disaster counties to apply in your county.

❑Consider additional staff to assist the receptionist in crowd control.

Application Worker

❖ Determine if client has received October FNS benefits or has a pending FNS application.

❖ Determine if the client was living in one of the 27 DSNAP counties on 10/8/16.

❖ Determine if the FNSU suffered a loss (loss of food, wages, unreimbursed property loss or expenses, etc.)
- If the FNSU did not suffer a loss, they are not eligible for DSNAP.

❖ Ensure the client knows that you are asking for gross not net income and that matches will be completed.
- Calculate by using number of hours times rate of pay times if client is unsure of gross amounts.

Application Worker Cont.

❖ Gather as much information as possible regarding HH members, register the individual in NC FAST.

❖ Make sure that both you and the client sign the application.

❖ Before pending an application for anything other than ID, check with your supervisor to ensure it is something that must be verified and meets the definition of questionable.

❖ Only ID for the individual applying, FNSU member or authorized rep, must be verified.

❖ If application is approved, advise the client of the benefit amount and date of availability.

Application Worker Cont.

❖ If application must be pended for verification, use the DSS-8650 to request item(s) needed.
- Place the pending application in a pending box in a central location so any worker or supervisor can locate the file when the client returns.
- Give the client an envelope marked DSNAP so the receptionist will know the verification is for a DSNAP case.

❖ If the application is denied, take a minute to explain why and do not give the client an EBT card.
- This will eliminate many hearing requests.
- The worker should take the application to the EBT card issuance area to be placed in the appropriate box for keying.

❖ If the application is approved or pended, escort the client to the EBT card issuance area and give the application to the individual issuing cards.
- The approved application should be placed in the box for keying and the pending application placed in the pending box.

Screener / Reviewer

o Review applications prior to issuance of EBT card to ensure application has been completed in its entirely to include:

- Verification of ID and residence has been obtained/documented.

- The client meets eligibility criteria.

- The income and resource amounts have been totaled.

- The income test has been completed.

- The client and worker have signed the application.

o Provide the client with an explanation of the approval process, EBT procedures, benefit availability, etc.
  - Coordinate with the application worker and EBT card issuer to ensure thorough explanations of required information and to eliminate duplication of effort.

EBT Card Issuance

- The county is responsible for providing security for boxes.
  - Unopened boxes may be returned to the state.

- Consider separation of duties.

- Review application for signatures of both interviewer and client.

- Remove SUI and PAN number sticker from the EBT Card and attach it to the application.
  - This is critical to tie the EBT Card to the client's application.

- Advise the client that the PIN number is the last four digits of the EBT Card.
  - Encourage clients to change the PIN by calling 1-888-622-7328.
  - If the card is lost and benefits used, benefits will not be replaced.
  - A card may be replaced if there are any remaining benefits.

- Have client sign and date the card manifest.

- Have issuer sign and date the card manifest.

- Advise client that card is valid only for the DSNAP Program.
  - If they have an EBT card for regular FNS, DSNAP benefits will not be placed on that card.

EBT Card Issuance Cont.

- Advise client not to shop until they receive an approval notice or check the account balance by phone at 1-888-622-7328.
  - The balance can be obtained through the automated response system by selecting option 1 for English, then selecting option 1 to get the balance by entering the EBT card number.
  - Advise the client that if the benefits are not available to call again the next day and not to call the DSS.

- Give the client EBT training materials.

- Give the client an explanation that DSNAP benefits are expunged from the EBT account after 12 months.

- Label boxes for each day, for a.m. and p.m. and place the applications in the appropriate basket for keying in order taken.

- There are no benefits on the cards until applications are keyed and the overnight batch processes have run.

- Allocate two individuals to card issuance at all times.

- Unused cards in open boxes will be the responsibility of the county. Cards can be stored or destroyed.

Keying

✓Determine if the application should be approved or denied to avoid incorrectly approving cases that should be denied.

✓Prioritize keying denials to eliminate potential fraud; recommend separate individuals to key the denials as soon as possible.

✓Do a thorough name search.
- If you discover an applicant is receiving in another case or has a pending FNS app, notify case supervisor so that is can be resolved.
- Line through individuals who are receiving in other cases and note the FNS PDC.

✓Notify supervisor immediately if you become backlogged in keying.

✓File completed cases in the designated location, separating approvals and denials.

Supervisor

➢Train staff on policy – admin letter

➢Review initial applications taken by staff, spot check periodically

➢Monitor staffing
- Interviewing vs. keying
- Ensure regular pending FNS applications are addressed

➢Monitor reception area
- Look at waiting times and need to reassess staffing

➢Monitor EBT card issuance
- ensure there is a minimal wait for cards

➢Monitor supplies
- Applications, EBT cards, handouts, 8650s etc.

➢Monitor keying
- ensure applications taken are keyed by 5:00 p.m. the next day. Take corrective action immediately.

➢Ensure there is a process in place to approve manual replacements on the day keyed

Supervisor Cont.

➢Determine who will be available to answer policy and procedural questions.

➢Develop a "canned" statement regarding EBT availability to be used by all interviewers. Revise as necessary based on keying progress.

➢Provide daily data such as number of applications taken, number keyed as requested by the state or local government.

➢Plan daily meeting with staff for updates, discuss findings of reviewed applications.

➢Coordinate disposition of pending applications.

➢Track time spent on DSNAP in case reimbursement becomes available.

➢Take, process and maintain employee applications.

➢Ensure terminal messages and faxes are received timely.

➢Ensure reports are pulled and printed from NCFast & XPTR.

Integrated Eligibility Manual

Policy Questions